

WINNIPEG ELECTRIC COMPANY

AND

ITS EMPLOYEES

Facts and Figures For Your Information

BULLETIN NO. 6, JULY 3rd, 1939


DOROTHY DAHL TO BROADCAST ON COAST TO COAST NETWORK

Miss Dorothy Dahl, daughter of Mr. C. H. Dahl, our Vice-President i/c Operation, is being signally honored by the Canadian Broadcasting Corporation in having been selected as the Guest Artiste on the Winnipeg Summer Symphony Concert to be held Wednesday, July 5th, commencing at 9 p.m. at the Walker Theatre. Miss Dahl's portion of the program will be broadcast across Canada on a coast to coast network.

Miss Dahl will play the Lizst Concerto in E flat.

Dorothy has brought honor to Winnipeg as well as to herself because of the very fine career she has had as a student of the piano. She was educated in the schools of Winnipeg, having attended Wolseley, Isaac Brock and Daniel McIntyre. During these early school years she acted as accompanist for school singing both at the school and at the Musical Festival, and, in addition, was accompanist at a number of school operatic performances. Her tutor in Winnipeg was Florence Enright and she received her A.T.C.M. at the early age of 15 years. Miss Dahl continued her studies at Northwestern University and graduated recently with the degree of Bachelor of Music.

The Winnipeg Symphony Concerts are operated on a co-operative basis and the prices range from 25 cents to 50 cents per seat. We welcome this opportunity of extending an invitation to our large Winnipeg Electric family to attend these concerts and enjoy the restful solace which good music provides.




EMPLOYEES CAN EARN EXTRA MONEY

As the summer season is here we remind you that employees bringing in orders for chartered buses or street cars get 5% commission.

Then there are the commissions employees can earn by giving names of prospects to the gas and electric appliance department. If these prospects become purchasers worth while commissions are

paid. For instance, the commission on the sale of gas or electric range or refrigerator is \$3.00. Commissions on other articles, including lamp globes, vary according to the amount of the purchase.

Keep your ears open and as soon as you hear of anyone likely to buy any of the things the Company has to sell send their names in to the proper department. That's all you have to do. You do not need to try to make the sale yourself, the department will look after that.




KEEP YOUR MONEY IN THE FAMILY

If you needed a gas or electrical appliance which the Company sells, would you buy it from some other person? It does not seem reasonable that you would, because the Company allows you the following discounts:

15% on purchases of less than \$25.00

10% on purchases of more than \$25.00




HINTS THAT HELP THE COMPANY

We have approximately 2,000 employees. They have families and friends making a total of many thousands of persons with whom the Company is in contact, directly and indirectly, through its employees.

Friends naturally discuss their future plans and in this way our employees often hear of persons who intend to build new homes. Some of these employees promptly tell our Electric and Gas Sales Departments, others forget or fail to realize what a help it is to the Company to get such information.

We need the business—So, when you hear of a likely customer for our Electricity or Gas, look at your “Do It Now” sign and do it. Tell the Sales Department.



HANDLING SERVICE CRITICISMS


An institution like Winnipeg Electric Company, dealing with thousands of persons daily, is bound to receive criticisms of service. Many of these criticisms are due to misunderstanding and they can be speedily settled by courteous explanation.

There have been criticisms arising out of criticisms—which are, of course, more serious than the original criticisms.

This is how these things happen: A person thinks he has a grievance against the Company. He calls on the Company personally by telephone. Not knowing which department to speak to, he gets the wrong department. He is told by an employee that the matter does not concern that


department—sometimes told this in an off-hand way. The customer was already “sore,” and to be treated this way makes him mad and also makes an enemy for the Company.

Every employee of this Company should be interested when a customer criticizes and should exert himself to remedy the criticism, no matter whether his department is affected or not. If some other department is affected, the customer should be courteously told so and just as courteously told how to get in touch with the right department.



TELEPHONE CONVERSATIONS

Good looks do not help you when talking over the telephone but good manners do. The listener judges you by your voice, not by your appearance.



WHERE DOES EMPLOYMENT COME FROM— OUR EMPLOYMENT?


Today nearly everybody values steady employment.

Employment comes only through sales and sales require customers.

Capital is required to produce goods and management is required to direct the operation of the investment, the application of the labor and the use of the raw material.

In our Company an average of \$30,000 has been invested by thrifty people to provide work for each Company employee and several thousand people acting together have supplied the savings necessary to create and build up Winnipeg Electric Company to its present size.

If every part of the personnel does its share fairly, a satisfactory answer will be secured, the public will be served fairly and our jobs will be worth while and steady.




1939 EMPLOYEES' HORTICULTURAL SHOW BEING PLANNED

Authority has been given by our President, Edward Anderson, K.C., for the holding of another Horticultural Show for employees of the Company on August 22nd and 23rd. The Show last year was such a splendid success, it has been found very desirable to continue the plan of holding these Shows. Approximately \$100.00 will be available for the prize list and it is expected that with the experience of last year as a guide the Show this year will be an even greater success. The committee in charge is H. Paul, chairman; A. King, A. Balcom, A. Burford, C. Welling and H. W. Govier.

HOW DO YOU LIKE OUR COKE?

Contrary to the impression some employees have, there is no extra charge for the treatment of Winneco Coke for dust.

We naturally would like to know what our employees think of Winneco Coke. We think it is pretty good. We would also like to know if the method that we use by which employees place their orders can be improved. Will you drop a line to the Publicity Department, 411 Electric Railway Chambers, giving us your opinion.




"WHEN YOU AND I WERE YOUNG, MAGGIE"

Yes, when you and I were young, Maggie, the kitchen of the home was a fearsome place for the cook. Towering above and beyond everything else was that monstrous stove, ugly and ungainly. That is how the scene comes to our minds as we look back on those so-called good old days when a housewife's work was never done.

Today—what a change! The most handsome piece of equipment in the kitchen of the modern home is the Gas Range. Easy to look at, very reasonably priced, lower in cost than other types of ranges and giving the cook a hundred heats under perfect control to choose from.

Nothing compares with Gas for baking, broiling, roasting or any other form of attractive meal preparation.

As one of the family we ask you to step in to our Power Building showrooms any time you are passing and see the latest model Gas Ranges, whose beauty, color, design and usefulness have made the housewife's dream of a perfect kitchen come true.



FIRST AID ENTHUSIASTS

Approximately 80 employees, male and female, of the Company have taken advantage of the Company's offer to provide First Aid classes for them through the First Aid division of the Bureau of Labor of the Manitoba Government.

These classes met every Wednesday evening and the instruction given was of the highest character, coming as it did, from very competent and experienced instructors.

During the past month, Walter Bradley of our Transportation Department, who is a fully qualified First Aid Instructor, visited Seven Sisters, Pinawa and Great Falls power plants and gave First Aid instruction to 52 employees, all of whom are now within sight of their St. John Ambulance certificates.

A knowledge of First Aid is a very valuable thing and the Winnipeg Electric Company stands out among the business institutions of Winnipeg having, as it does, such a large number of employees who are competent to give First Aid in an emergency.